



Medicaid Management Information Systems

Maine Integrated Health Management Solution

Health PAS Online: Patient Roster User Guide

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1. Introduction

The MIHMS Health PAS Online Portal enables health care providers to create a custom patient roster to facilitate the submission of claims, eligibility requests, referrals, prior authorizations, and certifications for MaineCare members that are frequently seen by the provider.

2. Information You Will Need

Before you begin creating a Patient Roster, you should gather all of the information you will need to enter during each step. It will be useful to have the following information on hand:

- MaineCare Member ID
- Member Name
- Member birth date and/or Member SSN

3. System Requirements

To successfully use all features of the Health PAS Online portal, ensure that your computer system meets the following minimum requirements:

- Reliable online connection
- Web browser- The latest version of Microsoft Internet Explorer is recommended. As versions of Internet Explorer become available it is recommended that these versions are used.
- Adobe Acrobat Reader

4. Form Entry: Patient Roster

To begin the process of building a patient roster, click the **View Patient Roster** link located under the Form Entry category on the portal links as shown in [Figure 4-1](#) below. After you click the link, the Patient Roster screen is displayed.

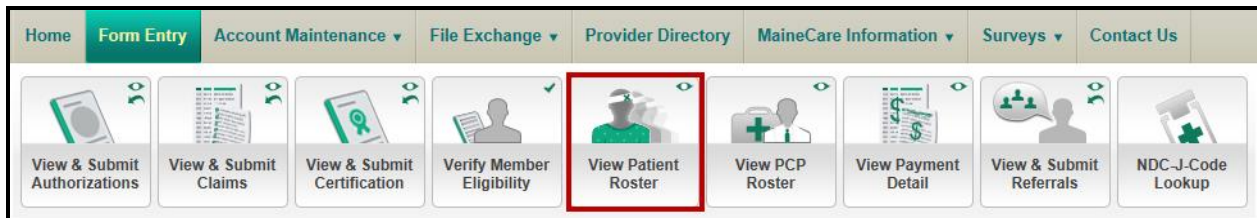


Figure 4-1: Selecting View Patient Roster in Form Entry

4.1 Patient Roster – Adding/Deleting Members

Use the steps below to add a new member to the custom roster:

1. If there is more than one **Billing Provider** associated with the Trading Partner ID, click the drop-down menu to select the proper Billing Provider from the pre-determined list.
2. Click the **Add New Member** link as shown in [Figure 4-2](#) below to display the Patient Roster–Find Member screen. This screen is a member search screen as shown in [Figure 4-3](#) below.

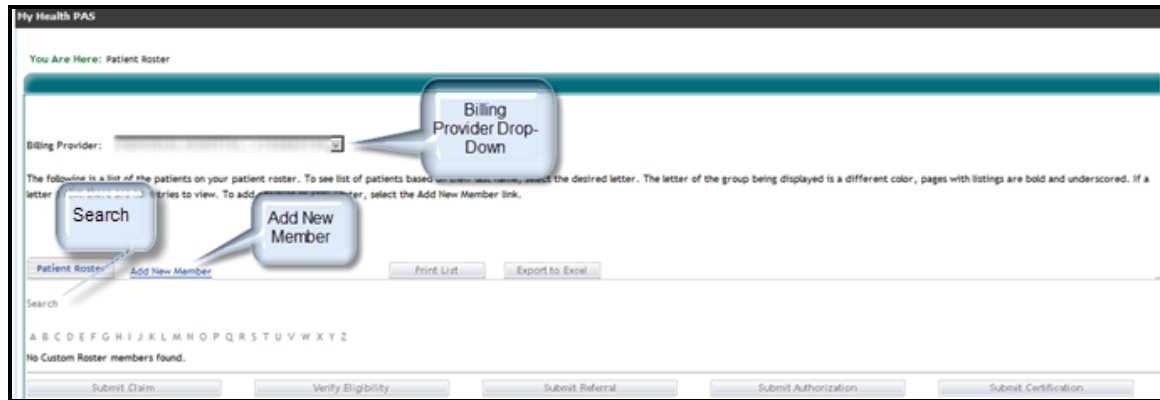


Figure 4-2: Patient Roster

3. Enter member search criteria. Two of the four available search criteria fields must be filled for a successful member search:
 - Member ID
 - Name (Last and First)
 - Date of Birth
 - Social Security Number

Additional details on entering search criteria for the member search:

- The **Last Name** and **First Name** count as one search criterion.
 - On the search screen, enter the Last Name in the first field and the First Name in the second field.
 - Names must match exactly for the first five (5) letters of the last name and the first three (3) letters of the first name.


HINT: If no match is found, try less criteria. For example: Kaitlyn Jones-Davis could be entered as Jones for the last name and Kai as the first name. Alternatively, do not use the name criteria, but MaineCare ID and Date of Birth.

- The **Date of Birth** must be entered in the MM/DD/CCYY format.
 - For example, February 14th, 2008 would be entered as “02/14/2008”.
 - The **Social Security Number** should be entered without any dashes.
4. Select the **Submit** button to perform your search.
 - a. To start your search over, select the **Reset** button to clear all the values entered in the Find Member search fields.
 5. The search results are returned under the Find Member search fields. The results will include a list of all the members that meet the search criteria. It will display their **Name, Member ID, Effective Date, and Expiration Date**.
 - a. **If your search returns multiple results**, select the correct member by clicking the checkbox in front of that member’s name as shown in [Figure 4-3](#) below.
 6. Select the **Add to Roster** button to add the member(s) to the roster.



Figure 4-3: Member Search

To remove a member from the custom Patient Roster, click the recycle bin next to the member as shown in [Figure 4-4](#) below.







	Last Name	First Name	Member ID	Effective Date	Expiration Date
					
					
					
					

Figure 4-4: Remove from Roster

4.2 Patient Roster Functions

From the Patient Roster screen, the following administrative functions are available:

- View Member Information
- Patient Roster Search
- Submit Claim
- Verify Eligibility
- Submit Referral
- Submit Prior Authorization
- Submit Certification

4.2.1 Patient Roster Function – View Member Information

The View Member Information function allows providers to view demographic and enrollment information for a specific member. To access the View Member Information function, select the hyperlink under the member's last name. This action will populate the Member Information screen, as shown in [Figure 4-5](#) below.

The screenshot shows a web form titled "View Member Information". At the top left is a link "Back to Patient Roster". The form is divided into three main sections: "Member Information", "Demographic Information", and "Enrollment Information".

Member Information: Fields include Name, Physical Address, Mailing Address, Email, Home #, Work #, Mobile #, Pager #, Fax #, and Emergency #.

Demographic Information: Fields include Date of Birth, Gender, Multiple Birth: No, Marital Status: Single, Primary Language Spoken: ENGLISH, and Ethnicity: White.

Enrollment Information: Fields include Health Plan ID, Subscriber Indicator, Enrollment Effective Date, and Enrollment Term Date.

At the bottom of the form are four buttons: "Submit Claim", "Verify Eligibility", "Submit Referral", and "Submit Authorization".

Figure 4-5: View Member Information

4.2.2 Patient Roster Function– Member Search

The Patient Roster search function allows the provider to execute a search against the custom roster list to find a specific member. To access the search function, select the **Search** button (location shown in [Figure 4-2](#) in section [4.1](#) above). This action will populate the screen with the member search option, as shown in [Figure 4-6](#) below.

The screenshot shows a web form titled "Member Search". At the top are links "Patient Roster" and "Add New Member", and buttons "Print List" and "Export to Excel". Below these is a "Close" link.

The main section contains a "Find:" text input field and an "OK" button. To the right of the input field is a text box explaining the search feature: "The Search feature enables you to locate a specific patient or group of patients. As you enter characters, a list of potential matches display. Select the desired option and press the <Enter> key or select the OK button. You may search on all or a portion of the last or first name; the last and first name (separated by a Space or Comma), or Medicaid ID."

Below the text box is a table with four columns: "Last Name", "First Name", "Date of Birth", and "Member ID". The table contains one row of data with blurred text.

At the bottom of the form are five buttons: "Submit Claim", "Verify Eligibility", "Submit Referral", "Submit Authorization", and "Submit Certification".

Figure 4-6: Member Search

Begin by typing characters into the search field. As you type, a list of potential matches will display. Select the desired option and click OK. You may search on all or a portion of the last or first name, the last and first name (separated by a space or comma), or Medicaid ID.

4.2.3 Patient Roster Function– Claims Submission

The Patient Roster Claims Submission function allows the provider to submit a claim for a specified member on the roster. To access the claims submission function, follow the steps below.

1. Select the specific member from the Patient Roster list by clicking on the radio button next to the appropriate member name as shown in [Figure 4-7](#) below. This action will activate the buttons at the bottom of the screen.

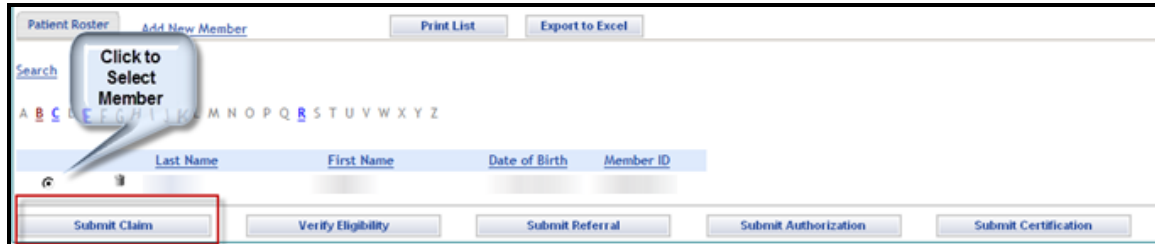


Figure 4-7: Patient Roster

2. Select the **Submit Claim** button to navigate to the Claim Type selection screen as shown in [Figure 4-8](#) below. Select the correct claim type, then select **Submit** to initiate the claim submission process.

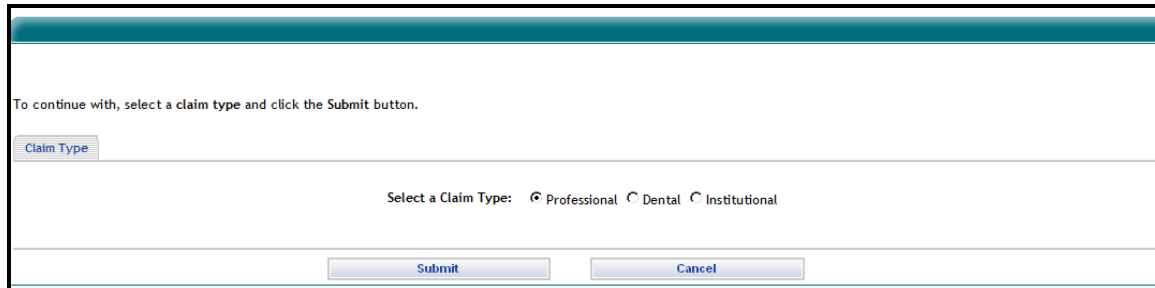


Figure 4-8: Select Claim Type

For step by step instructions on the claim submission process, go to MIHMS Health PAS Online Portal> Provider Tab> MyHealth PAS User Guides and select the appropriate document for your submission type.

4.2.4 Patient Roster Function– Eligibility Verification

The Patient Roster Verify Eligibility function allows providers to verify the eligibility for a specified member on the roster. To access the eligibility verification function, follow the steps below.

1. Select the specific member from the Patient Roster list by clicking on the radio button next to the appropriate member as shown in [Figure 4-9](#) below. This action will activate the buttons at the bottom of the screen.

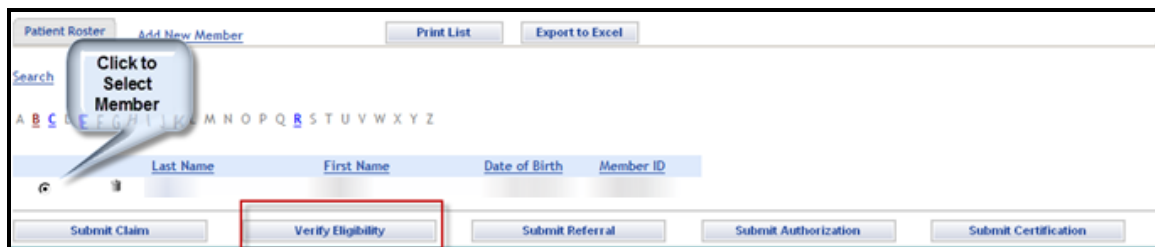


Figure 4-9: Patient Roster

2. Select the **Verify Eligibility** button to navigate to the Eligibility Verification screen as shown in [Figure 4-10](#) below.

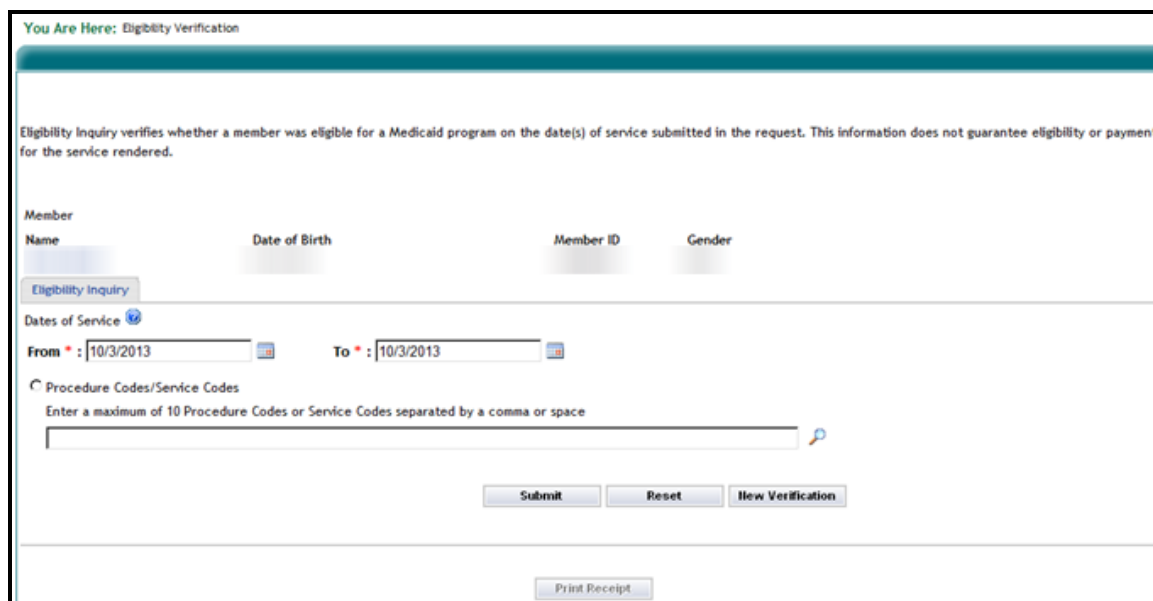


Figure 4-10: Eligibility Verification

For step by step instructions on the eligibility verification process go to MIHMS Health PAS Online Portal> Provider Tab> MyHealth PAS User Guides> MHP Eligibility Verification User Guide.

4.2.5 Patient Roster Function– Submit Referral

The Patient Roster Referral function allows a provider who is a part of the Primary Case Management Program (PCCM) to submit a referral for a specified member on the roster. To access the submit referral function, follow the steps below.

1. Select the specific member from the Patient Roster list by clicking on the radio button next to the appropriate member as shown in [Figure 4-11](#) below. This action will activate the buttons at the bottom of the screen.

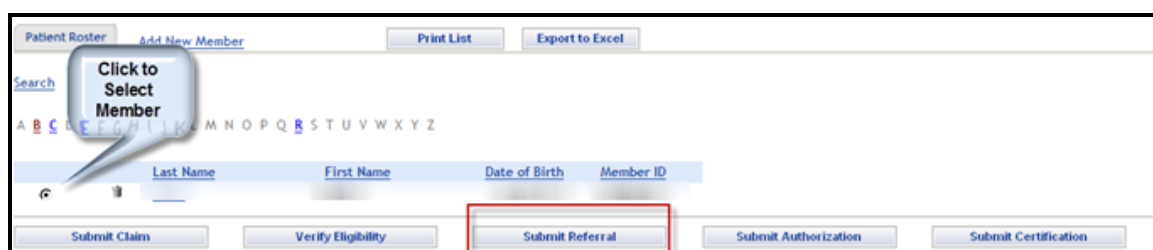


Figure 4-11: Patient Roster

2. Select the **Submit Referral** button to navigate to the Submit Referral– Referral Details screen as shown in [Figure 4-12](#) below.

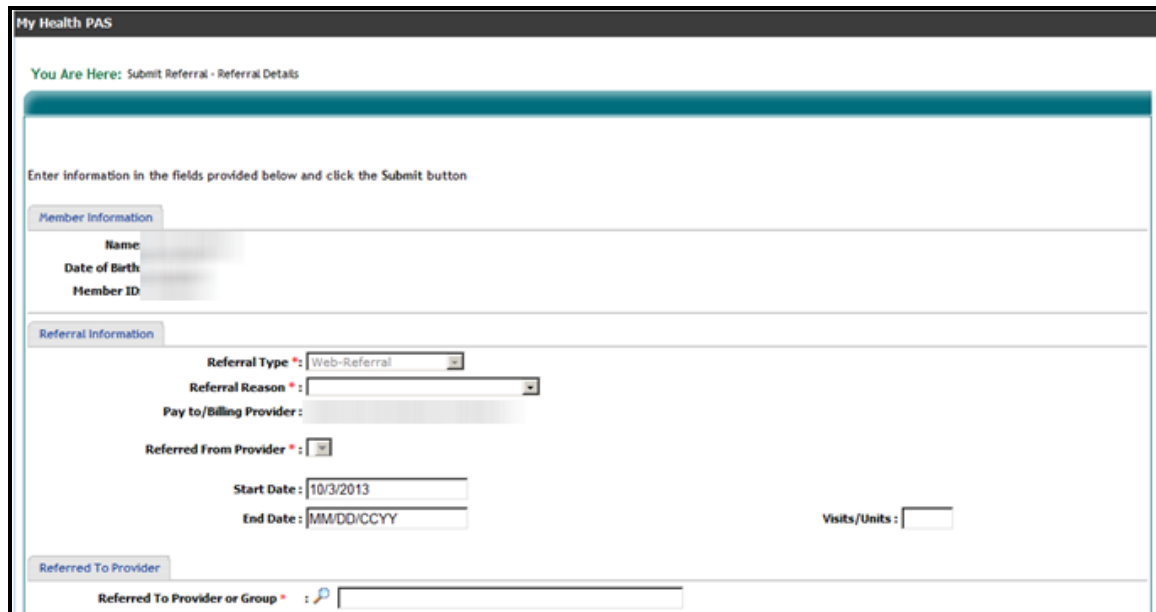


Figure 4-12: Referral Submission

For step by step instructions on the referral submission process go to the MIHMS Health PAS Online Portal> Provider Tab> MyHealth PAS User Guides> MHP Referral User Guide.

4.2.6 Patient Roster Function – Submit Authorization

The Patient Roster Submit Authorization function allows the provider to submit a prior authorization for a specified member on the roster. To access the submit prior authorization function, follow the steps below.

1. Select the specific member from the Patient Roster list by clicking on the radio button next to the appropriate member as shown in [Figure 4-13](#) below. This action will activate the buttons at the bottom of the screen.

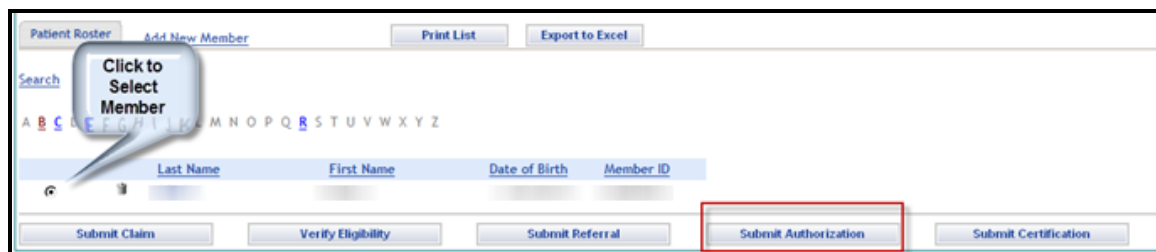


Figure 4-13: Patient Roster

2. Select the **Submit Authorization** button to navigate to the Submit Prior Authorization–Authorization Detail screen as shown in [Figure 4-14](#) below.

You Are Here: Submit Prior Authorization -- Authorization Detail

Member Information

Name: [Redacted]
Date of Birth: [Redacted]
Member ID: [Redacted]

Authorization Information

Authorization Type*: [Dropdown]
Pay To/Billing Provider: [Redacted]
Requesting Provider*: [Dropdown]
Requested length of stay: [Text]
Start Date*: [Text]
End Date*: [Text]

Rendering Provider

Rendering Provider or Group: [Redacted]
Pay To/Billing Provider: [Dropdown]

Diagnosis

Seq#	Code	Description
1	[Redacted]	[Redacted]

Services

Seq#	Code	Description	Modifier	Units
1	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Miscellaneous Information

Accident Information

Type: ☐ Auto Accident ☐ Employment ☐ Other
Accident Date: [Text]
☐ Investigation Required

Notes

[Text Area]

Submit **Cancel**

Figure 4-14: Prior Authorization Submission

For step by step instructions on submitting a Prior Authorization, go to the MIHMS Health PAS Online Portal> Provider Tab> MyHealth PAS User Guides> MHP Prior Authorization User Guide.

4.2.7 Patient Roster Function – Submit Certification

The Patient Roster Submit Certification function allows the provider to submit a certification for a specified member on the roster. A certification is similar to a prior authorization (PA), but does not need to go through the prior approval process before services are rendered. Home Health services are an example of a service for which a certification is required instead of a PA. To submit certifications, follow the steps below.

1. Select the specific member from the Patient Roster list by clicking on the radio button next to the appropriate member as shown in [Figure 4-15](#) below. This action will activate the buttons at the bottom of the screen.

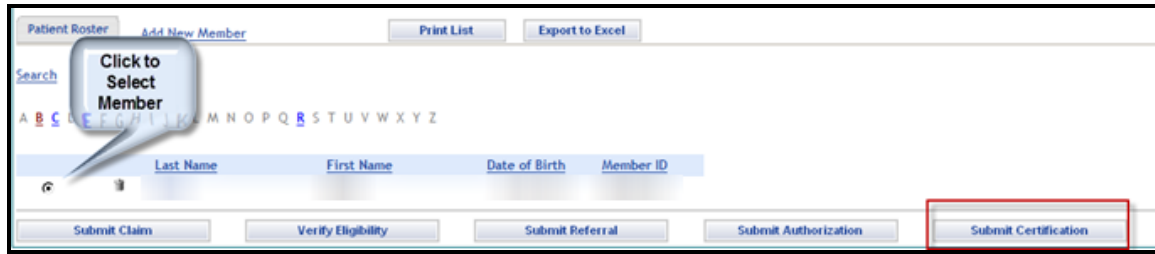


Figure 4-15: Patient Roster

2. Select the **Submit Certification** button to navigate to the Submit Certification– Certification Detail screen as shown in [Figure 4-16](#) below.

You Are Here: Submit Certification - Certification Detail

Member Information

Name: [Redacted]
Date of Birth: [Redacted]
Member ID: [Redacted]

Certification Information

Certification Type*: Home Health
Pay To/Billing Provider: [Redacted]
Requesting Provider*: [Redacted]
Requested length of stay: [Redacted]
Start Date*: [Redacted]
End Date*: [Redacted]

Rendering Provider

Rendering Provider or Group*: [Redacted]
Pay To/Billing Provider: [Redacted]
Service Location: Select Service Location

Diagnose

At least one diagnosis code must be entered

Seq#	Code	Description
1		

Services

Seq#	Code	Description	Modifier	Units
1				

Miscellaneous Information

Accident Information

Type: ☒ Auto Accident ☐ Employment ☐ Other
Accident Date: [Redacted]
☒ Investigation Required

Notes

[Redacted]

Submit Cancel

Figure 4-16: Certification Submission

3. All required fields are marked with a red asterisk. To submit a certification, complete all required fields and click the **Submit** button. To cancel, click **Cancel**.